Vehicle does not start, battery discharged.

Topic number	LI54.10-P-066341
Version	1
Design group	54.10 Battery, power supply, voltage converter
Date	06-02-2017
Validity	BR231 and BR172
Reason for change	
Reason for block	

Complaint:

Vehicle does not start, battery discharged.

For the analysis/identification of the cause, the following documents are required:

1. Quick test

2. SAM control unit log

3. Bus keepawake event detection (from EIS --> Actual values)

3.1. Last bus keepawake entry

3.2. Last-but-one bus keepawake entry

4. Instrument cluster control unit log

5. Up-to-date quiescent current measurement

Cause:

To be able to assess whether a bus keepawake event caused the battery discharge, it is necessary to examine the stationary cycles. A constantly active CAN is identified by the text "Interior CAN awake unusually long" (see attachment). If this text is not displayed, the battery discharge has a different root cause.

Cause 1:

IC (instrument cluster) is keeping the CAN bus awake. Vehicle. Vehicle battery is being discharged for option code 807.

Fault identification:

1. Affects vehicles as of code 807.

2. The on-board electrical system data indicates a high current discharge in the engine-off cycle; "CAN bus awake unusually long", "Charge balance UNUSUAL"

3. The bus keepawake entry names the IC

Cause 2:

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HERMES is keeping the CAN bus awake, only affects USA (code 494) [Refer to LI82.85-P-066086] with code 362 (HERMES LTE communication module), code 522 (Audio 20) and code 807

Cause 3:

Under analysis; If complaint is not identified in Cause 1 or Cause 2 please open a PTSS case with the documents listed above.

Remedy:

Remedy 1:

Remedy not yet available. Do not replace any parts

Remedy with cleanpoint will be published.

Report all cases

Damage code: 54201-54

Remedy 2:

Refer to LI82.85-P-066086

Damage code: 8209Z-90

Remedy 3:

Remedy not yet available; If complaint is not resolved in Remedy 1or Remedy 2 please open a PTSS case with the documents listed above.

Symptoms
Overall vehicle / Power supply / Battery/On-board electrical system / Battery function / Battery discharges
Overall vehicle / Power supply / Battery/On-board electrical system / Battery/on-board electrical system display message / Low voltage Charge battery

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